

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 04/21/2016

Active SRs by Status and Module

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Module
Interfaces	6
Not Applicable	3
Portal	7
Reports	36
Security	21
Assigned	11
Awaiting Customer	1
In Work	3
Pending Prod Migration	2
Transition	4
HR Human Resources	43
Acceptance Testing	1
Assigned	9
In Work	21
Pending Prod Migration	3
System Test	1
Transition	8
TL Time and Labor	23
Assigned	4
Awaiting Customer	1
In Work	8
Transition	10
PY Payroll	15
Assigned	2
Awaiting Customer	1
In Work	9
System Test	1
Transition	2
CA Commitment Accounting	5
Assigned	2
Awaiting Customer	1
In Work	1
Pending Prod Approval	1
SS Self Service	2
POS Position Control	1
Grand Total	162

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Module
Acceptance Testing	3
Assigned	51
Awaiting Customer	5
In Work	52
Pending Prod Approval	1
Pending Prod Migration	8
System Test	3
Rework	8
Transition	31
Grand Total	162

Active SRs by Priority and Module

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Short Description
High	95
Interfaces	4
Not Applicable	1
Portal	4
Reports	24
Security	7
HR Human Resources	26
TL Time and Labor	11
PY Payroll	13
CA Commitment Accounting	4
SS Self Service	1
Low	24
Medium	43
Grand Total	162

Active SRs, Priority = High

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Status
Acceptance Testing	3
Assigned	19
Awaiting Customer	2
In Work	43
Pending Prod Approval	1
Pending Prod Migration	6
Rework	8
System Test	3
Transition	10
Grand Total	95

All SRs by Status

(Includes Closed, Completed after 03/22/16)

Row Labels	Count of Status
Acceptance Testing	3
Assigned	51
Awaiting Customer	5
Closed	1
Completed	22
Governance	6
Hold	3
In Work	52
Pending Prod Approval	1
Pending Prod Migration	8
System Test	3
Rework	8
Transition	31
Grand Total	194

CAPPS HR/Payroll Trend Report – Service Requests

May 2015 – April 2016

Status	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	Annual Totals
Opened	30	48	44	52	50	67	36	83	32	27	43	24	536
Closed	32	37	35	40	83	45	28	54	23	44	40	21	482
Percent													90.00%

